

Winter Shelter Monitor (Public Service Assistant II)

Part-time / On-Call, Temporary Assignment (up to 30 hours each week)

\$20 per hour



THE POSITION

The City of Fremont opens the Winter Shelter every winter to provide a safe and welcoming environment for individuals and families experiencing homelessness. Participants have access from approximately 6:30 p.m. to 7:00 a.m., where they will be provided with a warm meal, restroom facilities, sleeping bags, cots, breakfast, and a to-go bag. The Winter Shelter is open from mid-November to mid-March. The Human Services Department is currently recruiting for Winter Shelter Monitors for next season (2020/The City of Fremont's Human Services Department is currently looking for several on-call, temporary employees to work evening shifts, from 4:00 p.m. – 12:00 a.m. or from 11:30 p.m. - 7:30 a.m. From November 15th through March 15th, the City of Fremont will open their Winter Shelter to provide a safe and welcoming environment for individuals experiencing homelessness. Participants will have access to the shelter from approximately 4:30 p.m. to 7 a.m., where they will be provided warm dinner restroom facilities, sleeping bags, cots, breakfast and a to-go bag.

Shelter Operations during the COVID-19 Pandemic

In addition to the general duties described above and detailed below, staff must comply with and enforce public health rules to prevent the spread of COVID-19. Prior to entry all staff, volunteers, and participants will be required to answer health questions and participate in a temperature check. Everyone must stay 6ft apart, unless conditions require staff to assist someone in a closer proximity, everyone must also wear a mask inside, unless they are eating or sleeping.

EXAMPLES OF DUTIES

- This position is responsible for maintaining the health and safety of homeless individuals and families who are living on the streets or in their cars and are in need of emergency shelter from cold weather and rain.
- Welcome and pre-screen new participants and supervise participant movement.
- Maintain a friendly and inviting environment.
- Work compassionately with those who have difficulty engaging with service providers.
- Effectively resolve conflicts among participants and de-escalate potentially violent situations.
- Monitor participant activities.
- Maintain a safe and supportive environment.
- Direct volunteers who will assist in bringing food and serving homeless clients
- Setup tables for food service, hand out, bedding, warm clothing and other amenities such as shampoo, tooth brushes, etc.
- Ensure participant adherence to rules, especially related to behaviors that are unsafe. If necessary, notify public safety personnel help "exit" clients with inappropriate or unsafe behaviors.
- Respond appropriately to emergencies morning appointments.

EXAMPLES OF DUTIES (Continued)

- Ensure facility is maintained in a clean and orderly fashion.
- After each shift, e-mail information, including number of participants, any need for supplies, any time 911 or public safety personnel were called, or information about clients who may need additional medical or behavioral support and follow up.
- Other duties as assigned.

QUALIFICATIONS

The Department is searching for friendly and compassionate candidates with the ability to effectively work with a diverse group; help participants feel welcome, while ensuring a safe environment. Candidates must be willing to work when called for duty for this on-call position. Candidates with social service experience, or experience in working with the homeless population are strongly encouraged to apply.

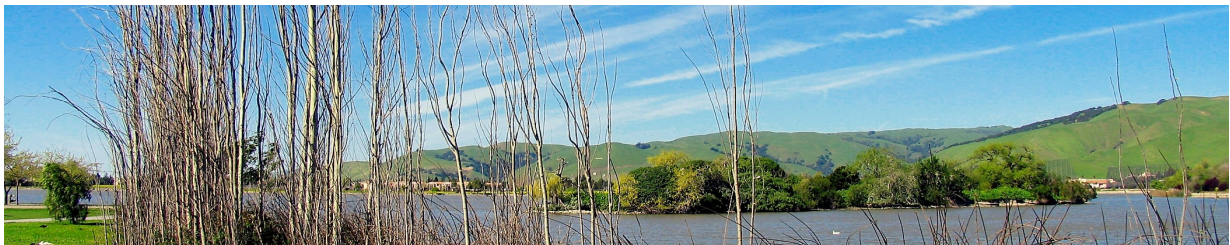
Any combination of education and/or experience that has provided the knowledge and skills necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and skills would be a high school diploma or equivalent, and some social service experience.

SALARY AND BENEFITS

The hourly rate for this position is \$20. These temporary assignments do not include benefits.

APPLICATION INSTRUCTIONS, RECRUITMENT & SELECTION PROCESS

Interested candidates are encouraged to apply online as soon as possible. The position may close without notice. To be considered for this position, submit a completed City application, resume, and completed supplemental questionnaire through the online application system at www.fremont.gov/tempjobs. Applications will be considered for participation in the selection process upon receipt. Highly competitive candidates may be invited to participate in an individual and/or panel interviews, fingerprints, and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process.



Reasonable Accommodation

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs with a minimum of five (5) days in advance of the selection process by contacting Human Resources at (510) 494-4660 or at humanresources@fremont.gov. The City of Fremont is an Equal Opportunity Employer.

SUPPLEMENTAL QUESTIONNAIRE

The completion of this supplemental questionnaire is required for your application to be considered for the Public Service Assistant II (Winter Shelter Monitor) position, and is an integral part of the examination process. This supplemental questionnaire will be used to assess your experience as it relates to the position. Your responses will be evaluated and compared to your application and will assist in determining which applicants will receive further consideration in the examination process.

When you apply online, you will be asked to respond to the following questions:

1. Please be specific in answering the Supplemental Questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer “see resume” or “see application” as these are not valid answers. Select “Yes” to reflect that you have read and understand this statement.

☐ Yes

☐ No

2. What is your highest level of education?

☐ Did not complete high school or equivalent

☐ High school diploma or equivalent

☐ Some college

☐ AA degree

☐ Bachelor's degree or higher

3. Do you have work experience in social service or with the homeless population? If yes, please briefly describe your work experience.

4. The Winter Shelter Monitor positions require the flexibility to work various shifts: 5pm-12am and/or 12am-7am, 7 days each week, including holidays. Are you willing and able to be flexible with the required work shifts?

☐ Yes

☐ No